



NSF PASSWORD RESET USER GUIDE

**HOW TO ENROLL AND RESET OR CHANGE YOUR NSF LOCAL AREA
NETWORK (LAN) PASSWORD**

MAY 2022



NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



The NSF Password RESET tool allows you to quickly reset or change your NSF local area network (LAN) password without involvement from an administrator or technical support via the RESET authentication process. It saves you the effort of calling IT Help Central (ITHC) and pausing your work to make password updates. RESET is also intuitive and easily accessible from any device connected to the internet, whether NSF-issued or personally owned.

RESET uses multi-factor authentication (MFA) to validate your identity. You are required to select two or more of the following options in order to reset or change your NSF LAN password.


- [Using the MS Authenticator mobile device application](#) (app) linked to their NSF account.
- [Entering a mobile phone number](#) to receive a confirmation code via text or call.
- [Entering an alternate email address](#) to receive a confirmation code via email.
- [Selecting and answering five security questions](#) (approved by the NSF IT Security and Privacy team).

This user guide provides detailed instructions for NSF staff and contractors to enroll, set up the required authentication methods, and manage their NSF LAN password.

ENROLL AND SET UP THE PASSWORD AUTHENTICATION


RESET is available to all NSF staff and contractors. However, you must first enroll to use this service. To enroll, visit the [NSF Password RESET Portal](#) and set up your preferred authentication methods using the following instructions.

- 1 Select Step 1 (shown below) to “Set up the RESET Authentication Methods” from the [RESET Portal](#) landing page.




Step 1. Set up the RESET Authentication Methods

[Select two or more multi-factor authentication methods to verify your identity and use RESET.](#)



Step 2. Add Your Security Questions to Enroll in RESET

[Add Security Questions to complete the enrollment process so you will be ready to use the NSF Password RESET service.](#)

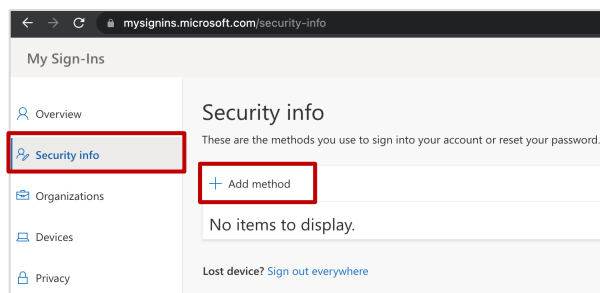


Reset or Change Your NSF LAN Password

[Use RESET to reset or change your NSF LAN password from anywhere without involvement from an administrator or technical support.](#)

- 2 Login using your NSF credentials (i.e., NSF LAN ID and LAN password), if prompted. (**Note:** You will not need to log in if you are already connected to the NSF network.) This will take you to the “Security Info” page for your Microsoft user account.

- 3 Select “Add method” to begin setting up the authentication methods that will be used to validate your identity during the password reset process.



NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



OPTION 1. SET UP THE AUTHENTICATOR APP

- 1 Select "Authenticator app" from the "Add a method" dropdown menu and click "Add."

Add a method [X]

Which method would you like to add?

Choose a method [v]

Authenticator app

Phone

Alternate phone

Email

Security questions

Office phone

Add a method [X]


Which method would you like to add?

Authenticator app [v]

Cancel Add

- 2 Install the Microsoft Authenticator app on your mobile phone from your device's App Store (e.g., iOS App Store or Google Play). Click "Next" once the app has finished downloading.

Microsoft Authenticator [X]

 **Start by getting the app**

On your phone, install the Microsoft Authenticator app. [Download now](#)


After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel Next

- 3 Allow notifications for the mobile app to receive push notifications for new authentication requests and the one-time authentication codes that will be sent to your device to verify your identity. Then, click "Next."

Microsoft Authenticator [X]

 **Set up your account**

If prompted, allow notifications. Then add an account, and select "Work or school".

Back Next

NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



OPTION 1. SET UP THE AUTHENTICATOR APP (cont.)

- 4 Use the Authenticator app to scan the QR code below and connect your NSF account, then click “Next.”

- 5 Select “Approve the notification we’re sending to your app” to validate the Authenticator app was successfully configured to your NSF account. This will send a prompt to the Authenticator app on your phone.

Click “Approve” when prompted and then “Next.”

Note: Successful validation completes the Authenticator app configuration process and brings you back to the “Security Info” page, so you can setup additional authentication methods.

NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



OPTION 2. ADD A PHONE NUMBER TO RECEIVE A TEXT OR CALL

- 1 Navigate to the “Security info” tab. Select “Phone” from the “Add a method” dropdown menu and click “Add.”

- 2 Enter the preferred mobile phone number to receive a confirmation code via text or call, then click “Next.”

- 3 Enter the confirmation code based on your selection (e.g., text or call), and click “Next” to complete the phone authentication setup.

NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



OPTION 3. ADD AN ALTERNATE EMAIL ADDRESS

- 1 Navigate to the “Security info” tab. Select “Email” from the “Add a method” dropdown menu and click “Add.”

Add a method

Which method would you like to add?

Choose a method

Authenticator app

Phone

Alternate phone

Email

Security questions

Office phone

Add a method

Which method would you like to add?

Email

Cancel Add

- 2 Enter the preferred (non-NSF) email address to receive a confirmation code via email. (**Note:** This should be a personal email address. You will not have access to your NSF email if you have forgotten your NSF password and/or are trying to reset your LAN password via the authentication process.)

Email

What email would you like to use?

Enter email

Cancel Next

- 3 Enter the confirmation code that was sent to your preferred email address and click “Next” to complete the alternate email authentication setup.

Email

We just sent a code to siva.info2000@gmail.com

Enter code

[Resend code](#)

Back Next

NSF Password RESET User Guide:


How to Enroll and Reset or Change Your NSF LAN Password



OPTION 4. SELECT AND ANSWER SECURITY QUESTIONS TO ENROLL IN RESET


- 1 Select **"Add Your Security Questions to Enroll in RESET"** under Step 2 in order to complete enrollment.

Note: You must set up at least two (or more) of the authentication methods presented in this guide before you can enroll and use the RESET tool.




Step 1. Set up the RESET Authentication Methods

[Select two or more multi-factor authentication methods to verify your identity and use RESET.](#)



Step 2. Add Your Security Questions to Enroll in RESET

[Add Security Questions to complete the enrollment process so you will be ready to use the NSF Password RESET service.](#)



Reset or Change Your NSF LAN Password

[Use RESET to reset or change your NSF LAN password from anywhere without involvement from an administrator or technical support.](#)

- 2 The next step requires you to verify your current NSF password. From this screen, select **"Re-enter my password"** and follow the prompts to login using your NSF credentials (i.e., NSF LAN ID and password). This step also requires you to validate your identity using the default authentication method you set up during the previous steps.

confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password

cancel

- 3 Once you have set up your preferred authentication methods and confirmed your NSF password, the enrollment page will appear as shown in the example below. Now you can set up your security questions.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

✓

 Authentication Phone is set to +1 2482271457. [Change](#)

✓

 Authentication Email is set to siva.info2000@gmail.com. [Change](#)

!

 Security Questions are not configured. [Set them up now](#)

looks good

cancel

NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



OPTION 4. SELECT AND ANSWER SECURITY QUESTIONS TO ENROLL IN RESET (cont.)

- 4 Set up your security questions by clicking “Set them up now.”

✓ Authentication Email is set to siva.info2000@gmail.com. [Change](#)

! Security Questions are not configured. [Set them up now](#)

- 5 Select a security question from each dropdown and type your answer in the corresponding field, per the requirements listed on the right. Click “save answers” when finished.

don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1

Security question 2

Security question 3

Security question 4

Security question 5

[save answers](#)

Note: Five security questions are required to successfully complete the enrollment process.

Answers to the Security Questions must follow these requirements:

- The minimum character limit is three characters.
- The maximum character limit is 40 characters.
- Answers may include special characters (e.g., \$, %, !, and #).
- You cannot answer the same question more than once.
- You cannot provide the same answer to multiple questions.

- 6 After successfully setting up the security questions, the enrollment page will appear as shown in the example below. Click “Finish” to complete the enrollment process.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 2482271457. [Change](#)

✓ Authentication Email is set to siva.info2000@gmail.com. [Change](#)

✓ 5 Security Questions are configured. [Change](#)

[finish](#) [cancel](#)


NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password




HOW TO RESET OR CHANGE YOUR NSF LAN PASSWORD

- 1 Go to the [NSF Password RESET Portal](#) and select the third option to “Reset or Change Your NSF LAN Password” in order to use this self-service tool.




Step 1. Set up the RESET Authentication Methods

Select two or more multi-factor authentication methods to verify your identity and use RESET.



Step 2. Add Your Security Questions to Enroll in RESET

Add Security Questions to complete the enrollment process so you will be ready to use the NSF Password RESET service.



Reset or Change Your NSF LAN Password

Use RESET to reset or change your NSF LAN password from anywhere without involvement from an administrator or technical support.

- 2 Enter your NSF email address and select “Next.”

Get back into your account

Begin by entering your work or school account.

Email or Username:

☐ ☐

- 3 Select one of the authentication methods from the dropdown to verify your identity.

Note: Only one of the pre-established authentication methods is needed to reset or change your password.

Get back into your account

Please choose the contact method we should use for verification:

✓ Email my alternate email

Text my mobile phone

Call my mobile phone

Answer my security questions

Enter a code from my authenticator app

NSF Password RESET User Guide:

How to Enroll and Reset or Change Your NSF LAN Password



HOW TO RESET OR CHANGE YOUR NSF LAN PASSWORD (cont.)

- 4** Verify your identity using one of the authentication options you configured during the enrollment process.

- If you select “Email my alternate email,” “Text my mobile phone,” or “Call my mobile phone,” you will receive a verification code via that contact method. Upon receipt of the verification code, enter it on the authentication webpage and click “Next”.
- If you select “Answer my security questions,” you will be prompted to answer three of the five security questions (generated randomly) that you previously registered. Answer the security questions and click “Next”.
- If you select “Enter a code from my authenticator app”, you will receive a notification from the Authenticator app on your mobile device. Open the app to retrieve the verification code. Enter the verification code on the authentication webpage and click “Next”.

- 5** You will now see the screen where you can change your NSF LAN password according to NSF’s requirements listed below. Enter your new password (twice) and click “Next.” You will receive confirmation that your password has been successfully updated.

“Password” refers to a sequence of characters used to verify the identity of an authorized user and grant access to an NSF computer system or application.

NSF LAN Password Requirements

- The password includes a minimum of 12 characters including at least three upper case and lower case letters, numbers and special characters (e.g., \$, %, !, and #)
 - For example: Psw0rdExample1!
- The password cannot end with a space or tab character.
- The password cannot repeat any of the previous 24 passwords.

Questions? Please contact IT Help Central (ITHC) through [eService](#) or by phone at 703-292-HELP (x4357) or 1-800-711-8084. ITHC hours of operation are 6:00 a.m. to 7:00 p.m. You may also contact ITHC by email at ITHelpCentral@nsf.gov.

